**California Department of Justice**
**Bureau of Firearms**
**Firearms Certification System (FCS)**
**Certified Instructor User Guide**

**California Department of Justice**
**Bureau of Firearms**
**01/01/2015**

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# 1. INTRODUCTION

### OVERVIEW

The Firearms Certification System (FCS) is a web-based application used by Certified Instructors to purchase and generate Firearm Safety Certificates (FSC). The purpose of this document is to provide a step-by-step user guide for accessing and using the FCS application.

To obtain the purchasers FSC, the Certified Instructor will login to the FCS to issue, replace, and make payment for the FSC.

### WEBSITE ADDRESS

The website address for the FCS is:

https://fcs.doj.ca.gov

**Note:** Be sure to include the entire website address, including the prefix *https://* when accessing this website. This is a secure website designed to ensure that FCS data is encrypted when transmitted over the internet. You can bookmark this page to make accessing this site easier in the future.

### CONTACTING THE BUREAU OF FIREARMS (BOF) CUSTOMER SUPPORT CENTER

A **Contact Us** link (see Figure 1.1) is available on each page of the application, including the log on page. This link opens a window containing information on how to contact the BOF Customer Support Center should you need assistance.

**Figure 1.1, Contact Us link**



### IMAGES PRESENTED WITHIN THIS DOCUMENT

For security reasons, some data appearing on screen images will be blacked out.

### PRINTING

All printing from the FCS application will be to your local printer. If you have problems with reports not fitting properly on the printed page, you may need to adjust your settings as follows:

1) From your browser, select **File** then select **Page Setup.**

2) From the Page Setup screen, enter the settings as shown in Figure 1.2 (Internet Explorer) or Figure 1.3 (Firefox).
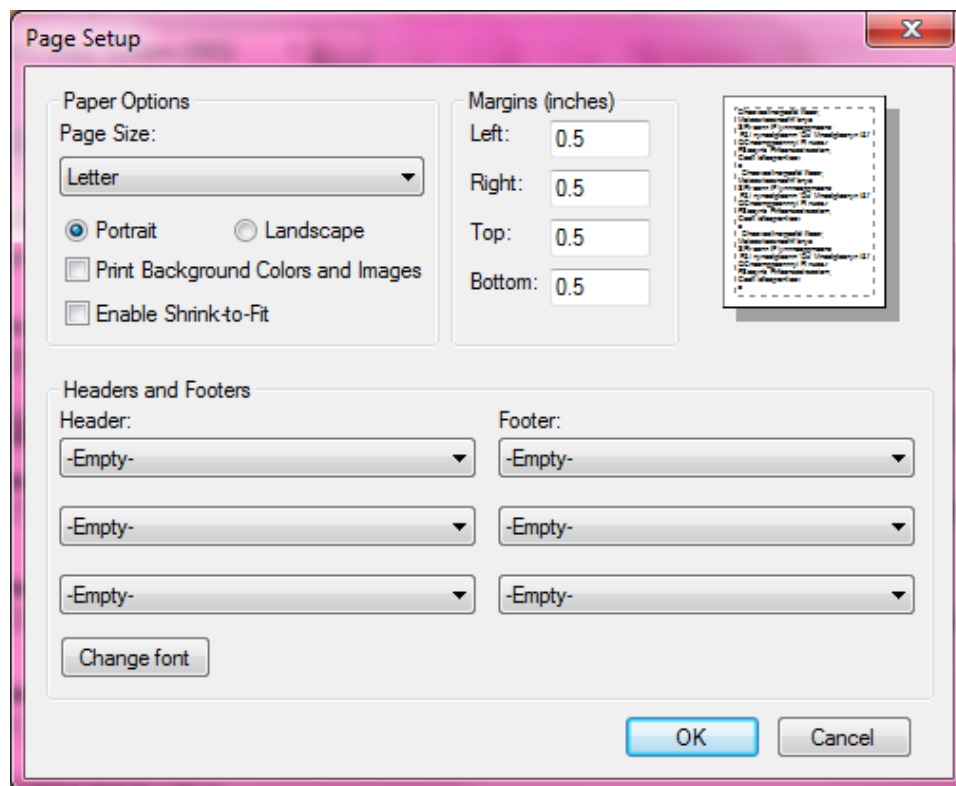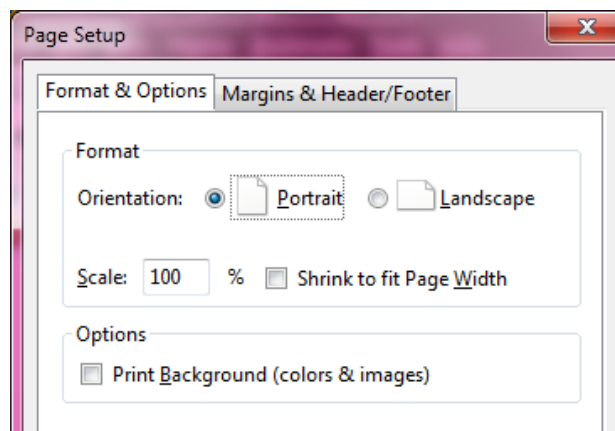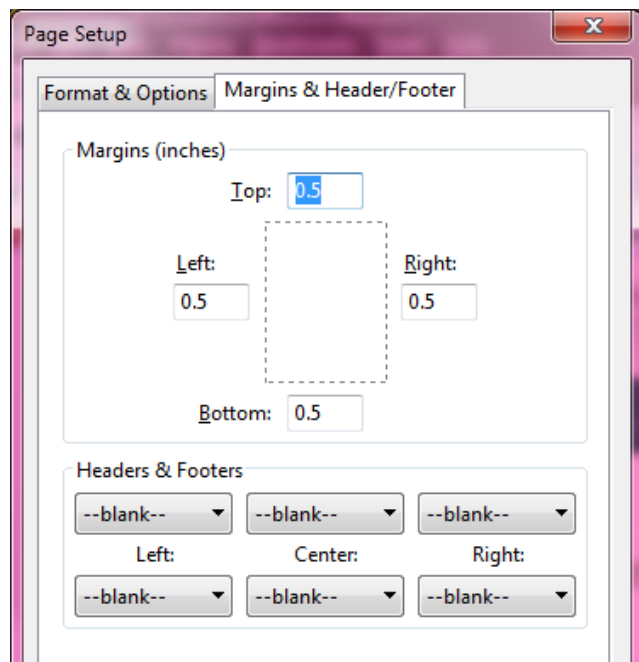
Figure 1.2, Internet Explorer Page Setup



**Figure 1.3, Firefox Page Setup**

### TECHNICAL REQUIREMENTS

The FCS application should work with most common web browsers, such as Internet Explorer and Mozilla Firefox.

If your web browser blocks pop-up windows, the FCS application must be added to the list of sites from which pop-ups are allowed, also known as "Exceptions." (For Firefox, see *Tools | Options | Content | (Block pop-up windows) Exceptions*. For Internet Explorer, see *Tools | Internet Options | Privacy | (Pop-up blocker) Settings*).

The certificates generated by this system will be in the Adobe Portable Document Format (PDF), which will require that you have Adobe Acrobat Reader installed on your computer in order to view, save, or print a report. The latest version of Adobe Acrobat Reader can be obtained from Adobe's website: http://get.adobe.com/reader/.

## 2. USING THE FCS APPLICATION

### NAVIGATION WITHIN THE FCS APPLICATION

The FCS application is a web-based application. You can navigate the web pages using either your mouse or your Tab button.

There is one important distinction between websites and web applications concerning the use of browser navigation buttons. The browser navigation and refresh buttons must not be used to navigate within the FCS application. Instead, you must navigate the FCS application using the buttons and/or links that are found on the application's pages, such as those shown in Figure 2.1.

**Figure 2.1, Application Navigation/Buttons**

Please click buttons only once. Multiple clicks will delay processing.

| Back | Submit | Main Menu | Clear |
|------|--------|-----------|-------|

### REQUIRED FIELDS ON FORMS

On all data entry pages, required fields are clearly marked by a red asterisk (*) preceding the field label (see Figure 2.2).

**Figure 2.2, Required Fields**

*Current Password
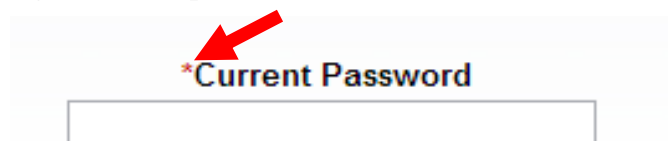
### EXITING THE FCS APPLICATION

To exit the FCS application, select **Log Off** as shown in Figure 2.3. You will be logged off from the FCS application and returned to the **FCS Log In** page.

**Note**: Avoid closing the browser window while you are still logged on to the FCS application. Closing an active window can allow the FCS to keep your session open, which could lead to problems logging back on should you attempt this within a short time of closing your browser window.

**Figure 2.3, Log Off Link**

Firearms Certification System (FCS) 1.1.0.10 (06/19/2014)          Contact Us   Report an Issue   User Guide   Log Off

### SESSION TIME OUT

For security reasons, the FCS will time out after 30 minutes of inactivity. If this occurs, the system will display a message indicating that your session has timed out. You will need to log on again to use the system; information not updated to the system will be lost.

### REPORTING AN ISSUE

If you run into a problem or have a question about using the application, you can report the issue to the BOF Customer Support Center using the **Report an Issue** link which is provided throughout the application (see Figure 2.4).

**Figure 2.4, Report an Issue**

Firearms Certification System (FCS) 1.1.0.10 (06/19/2014)          Contact Us   Report an Issue   User Guide   Log Off

**Note**: You must be logged in to the FCS application in order to use this feature.

**To report an issue:**

1) Select the ***Report an Issue*** link located at the top of any page within the FCS application.

2) Select the Issue Type from the drop down list; see Figure 2.5.

**Figure 2.5, Report an Issue**

Report an Issue

*Issue Type

| Select Issue |
| --- |
| Select Issue |
| How do I find out how many FSCs I issued over a specific period of time? |
| How do I obtain a copy of a payment receipt? |
| How do I reprint my DOJ Certified Instructor card? |
| I am having trouble printing an FSC. |
| I need to replace an FSC, but can't find the individual's record. |
| I want to pay for an FSC, but can't find it in my cart. |
| If I accidentally delete an FSC record from the Pending Certificates queue, do I need to create a new record? |
| How do I reconcile a pending invoice? |
| The system will not accept my email address. |
| The system will not accept the recipient's driver license/ID number. |
| I received an application error. What does that mean? |
| Other, my issue is not listed |

3) Enter a comment that describes the issue.

4) Click on ***Submit***.

Once you have submitted your issue, it will be reviewed by BOF Customer Support Center staff who will respond back to you. The response will come to your ***My Issue Log*** page (see Section 5, *FCS Main Menu*).

## 3. FIRST TIME LOG IN

In order to use the FCS application, you will need a Username and Password which was provided to you from the Bureau of Firearms. If you did not receive this information, you will need to contact the Bureau (see Contacting the BOF Customer Support Center above).  Log In at the FCS web address: https://fcs.doj.ca.gov. See Figure 3.1 below.

**Figure 3.1, Log On**



1)      Enter the provided User Name.

2)      Enter the provided Password.

Complete your user profile by selecting your identity verification questions and providing answers. If necessary, update or add your email address; see Figure 3.2.  The User profile will pre-populate with your Last Name, First Name, Personal ID Number (Drivers License or Identification Card) and Date of Birth.  Please update your profile with Business Email Address and three (3) identity verification questions and responses.

**Figure 3.2, Edit My Profile**



3)      Change your password utilizing the password format.

Once your user profile is updated, you will be asked to change the password provided and accept the Terms and Conditions.  See Figure 3.4 below.

**Figure 3.4, Change Password**



4)      Click Submit to return to the FCS Log On screen.

## 4.  LOGGING ON TO FCS

In order to Log On to the FCS Application:

1)  Navigate to the ***Firearms Certification System (FCS) Log On*** *page* https://fcs.doj.ca.gov.

2)  Enter your User Name

3)  Enter your Password

4)  Click on the ***Log On*** button

If you enter either an invalid user name or password, the system will display a warning message. If you enter too many unsuccessful user name or password attempts, the system will lock your account, and you will need to contact the BOF Customer Support Center (see Section 1, *Contacting the Bureau of Firearms Customer Support Center*).

### FORGOT USER NAME

If you have forgotten your User Name (prior to locking your account):

1)  Select the ***Forgot User Name*** option from the ***FCS Log On*** page. The *Forgot User Name* page displays (see Figure 4.1).

**Figure 4.1, Forgot User Name**



2)  Enter your associated CI Number, ID Number, Password, Last Name, and First Name to access your identity verification questions.  Enter the CAPTCHA information (see Figure 4.4) to proceed and gain access to FCS.

### FORGOT PASSWORD

If you have forgotten your password (prior to locking your account):

1)  Select the ***Forgot Password*** option from the ***FCS Log On*** page. The *Forgot Password* page displays (see Figure 4.2).

**Figure 4.2, Forgot Password**



2)  Enter your associated CI Number, ID Number, and User Name to access your identity verification questions.  Enter the CAPTCHA information (see Figure 4.4) to proceed and gain access to FCS.

FORGOT USER NAME AND PASSWORD

If you have forgotten your user name and password (prior to locking your account):

1)  Select the *Forgot User Name and Password* option from the *FCS Log On* page. The *Forgot User Name and Password* page displays (see Figure 4.3).

**Figure 4.3, Forgot User Name and Password**



2)  Enter your associated CI Number, ID Number, Last Name, and First Name to access your identity verification questions.  Enter the CAPTCHA information (see Figure 4.4) to proceed and gain access to FCS.

**Figure 4.4, CAPTCHA**

Type the verification code shown below in the text field beneath it. Enter the code
exactly as shown, including one space between the two parts of the code.

bad rtsstin

Type the text

Privacy & Terms

Will I have to type a verification code every time I log in to this system?
Why are you requiring a verification code (CAPTCHA)?
What if I can't see the characters I am supposed to type?

1) Enter the CAPTCHA validation information to proceed and gain access to FCS; please see Section 8 for additional information regarding CAPTCHA.

# 5. FCS MAIN MENU PAGE

## OVERVIEW

When you log onto the FCS application, the *Main Menu* page is displayed, which allows you to perform a variety of tasks within the FCS application; see Figure 5.1.

**Figure 5.1, FCS Task links**

New Certificate

Pending Certificates (3)

Pending Invoices(0)

View Cart(0)

Find/Replace Certificate

Find Invoice

### USER

My User Profile

My Issue Log

Change My Password

Resources

Reports

**Certificates (See Section 6)**

- **New Certificate** – Create a Firearm Safety Certificate.

- **Pending Certificates** – Certificates removed from the shopping cart. These can be moved back to the shopping cart for payment at a later time or can be deleted.

- **Pending Invoices** – Certificates awaiting payment confirmation. Transactions come to the Pending Invoice queue when a user selects to "Checkout" from the shopping cart, but then does not complete the payment process or the payment process is interrupted because of a communications problem.

- **View Cart** – Certificates awaiting payment.

- **Find/Replace Certificate** – Locate a Certificate to make a payment, to replace, or to re-print within the 24-hour window upon initial payment.

- **Find Invoice** – Locate a submitted payment.

**User (See Section 7)**

- **My User Profile** – View or Edit your FCS profile, or reprint your CI certificate.

- **My Issue Log** – View responses to submitted issues.

- **Change your Password** – Change your current password.

- **Resources** – Materials needed for the Firearm Safety Certificate program (i.e., test versions, answer sheet, answer key, Study Guide, etc.).

- **Reports** – Identify how many Certificates have been issued for a specified period of time, who Certificates were issued to, when Certificates expire, or if a Certificate has been replaced.

## 6. CERTIFICATES

As a Certified Instructor with access to the FCS application, your account access allows issuance of one or more FSCs through the following **Certificate** account links:

- New Certificate
- Pending Certificates
- Pending Invoices
- View Cart
- Find/Replace Certificate
- Find Invoice

### NEW CERTIFICATE

1) Swipe the individual's CA driver's license or CA identification card through a magnetic card swipe reader (if available) to populate the entry fields. If a magnetic card swipe reader is not available, manually enter the individual's information to include the required fields: Applicant's First Name, Applicant's Middle Name (if available), Applicant's Last Name, Applicant's ID Type, Applicant's ID Number, and Applicant's Date of Birth; see figure 6.1.

**Figure 6.1, FSC Entry**



2) Click on the *Preview* button to verify data displayed is entered correctly; edit the information as necessary.

a) Single Name – If the individual receiving the FSC has a single name (i.e. Wasp, Sky, Rebel), then enter the single name in the Last Name field and enter an asterisk (*) in the first name field (Suffix and Middle Name fields must be blank).

PENDING CERTIFICATE

Pending Certificates contains those transactions that were removed from the shopping cart. To move the transaction back to the Shopping Cart:

1) Select the checkbox to identify the Certificate(s) to be paid for and click *Add To Cart* to move forward to pay the invoice; see Figure 6.2 and see *View Cart* to submit a payment.

**Figure 6.2, Pending Certificate**



Pending Certificates

2) To permanently delete the transaction from the FCS application, click on the Delete link for the certificate that you would like to remove.

PENDING INVOICES

Pending Invoices are invoices that are unverified as receiving payment; please see Figure 6.3. The Pending Invoices option allows for the user to cancel the selected invoice or submit a corresponding authorization number to identify an invoice as being paid.

**Figure 6.3, Pending Invoices**

Pending Invoices

Payment of the following invoices is unverified

☐ Invoice: 178   Total Amt: $15

| Name | Date of Birth | ID Type | ID Number | Type | Fee |
|------|---------------|---------|-----------|------|-----|
| ▓▓▓▓▓▓▓ | 12/01/1965 | California DL | ▓▓▓▓▓▓ | NEW | $15 |

Please select ONE invoice from above before proceeding.

▶ If the invoice number you have selected **was not paid** and you want to pay for one or more certificates attached to that invoice, read the following steps and proceed:

1. Select the **Cancel Invoice** button below

2. Observe the confirmation message at the top of this page, then select the **Main Menu** near the bottom of this page

3. From Main Menu, select the **Pending Certificates** link

[ Cancel Invoice ]

▶ If the invoice number you have selected **was paid**, enter the authorization number you received from First Data in the field below, then select the **Confirm Payment** button.

Authorization Number [_____]   [ Confirm Payment ]

Please click buttons only once. Multiple clicks will delay processing.

[ Main Menu ]

1) Cancel Invoice

Check the box to the left of the invoice number to indicate the user would like to submit a payment.  Press Cancel Invoice to move the invoice from Pending to the Checkout Cart to pay for one or more certificates attached to the invoice.

2) Confirm Payment – This section is only applicable to previously submitted payments, please see View Cart (Paying an Invoice) section to learn how to submit a payment.

Check the box to the left of the invoice number to indicate that the user has already paid the invoice.  If payment has been submitted for the invoice and the user provided his/her email address at the time of payment, then the user/individual should have received a payment receipt from the credit card processing company (First Data); please see Figure 6.4.

**Figure 6.4, Transaction Record**



Note: If you believe that you submitted a payment, but did not receive a receipt, you may contact the BOF Customer Support Center for assistance; however, without the receipt, additional research will be required which is why it is always helpful to request a receipt by entering your email address at the time of payment.

Enter in the provided authorization number from the transaction record (as indicated above) and click *Confirm Payment* in order to submit the records for a review by BOF.

VIEW CART (PAYING AN INVOICE)

Certificates pending payment will appear as an invoice ready to be paid; see Figure 6.5.

**Figure 6.5, Your Cart Contents**

Select the checkbox if the Certificate should be removed from the cart, then select the *Remove From Cart* button. The system will save the certificate information in the Pending Certificates queue.

If the Certificate appears correct and you are ready to submit a payment, then select *Checkout* to be redirected to the Firearms Certification System Payment Page; see Figure 6.6.

**Figure 6.6, Payment Page**

## Review Your Order

#Invoice Number:
290

| Quantity | Item | Unit | | Price |
|---|---|---|---|---|
| 1 | ▇▇▇▇▇▇▇▇▇▇▇▇▇▇ | $15.00 | USD | 15.00 |
| | | **Total** | **USD** | **15.00** |

## Pay With Your Credit Card

**Cardholder Name**

**Credit Card Number**

**Expiry Date (MMYY)**

**Security Code**

Present

CVV2 is the Visa term for the 3-digit security code on the back of the credit card (Visa and MasterCard). For American Express, it is 4-digits and located on the front.

**Email**

A confirmation email will be sent to this address.

Pay With Your Credit Card

1) Enter the Cardholder's Name

2) Enter the Credit Card Number

3) Enter the Expiration Date (MMYY Format)

4) Enter the Security Code

5) Enter the email address where the receipt will be sent for record keeping.

6) Select *Pay With Your Credit Card* to process the payment.

Once the payment has been submitted, the FCS application will provide you with a Payment Confirmation Page and receipt will be emailed to the designated recipient containing the corresponding entered information, authorization number, the invoice number. Please see Figure 6.7 for an example of the Payment Confirmation page.

**Figure 6.7, Payment Confirmation**



If the credit card transaction identifies a payment as not approved, the message in Figure 6.8 will appear to indicate the transaction was declined.

**Figure 6.8, Payment Declined**

❗ Your credit card payment was not approved.The response from the authorization entity was: Transaction has been declined.

8) Once the payment has been accepted, click the *Print Paid Certificates* button to view, print, and issue the Firearm Safety Certificate and the personal wallet sized certificate.

### FIND/REPLACE CERTIFICATES

The Find/Replace Certificates feature allows the user to locate Certificates that are to be printed within 24 hours of creation after receiving payment and/or to be replaced.  As long as the User issued the FSC, the User will be able to issue a replacement certificate.

**Figure 6.9, Search for Firearms Safety Certificate**



Enter the following information into the provided search fields individually or as a combination of search criteria as indicated in Figure 6.9 above: Applicant Last Name (whole or partial), Applicant First Name (whole or partial), ID Number, Date of Birth, and/or the FSC Number.

Once the information is entered, click the *Search* button to retrieve the associated FSCs and select the appropriate hyperlink to either re-print within 24 hours of creation or replace an FSC.

### FIND INVOICE

The Find Invoice feature allows the user to locate an invoice to be paid for or that was previously paid for.  Entering in search criteria will identify an FSC associated with either an invoice number or a date range (MM/DD/YYYY format); please see Figure 6.10.

**Figure 6.10, Search for Invoice**



Click *Search* to identify associated invoices and submitted payments for review. If the invoice has been paid, the last name will contain a link that will take you to the details of the record where you can reprint the FSC (within 24 hours of creation) or replace the FSC (over 24 hours of creation). If there is no link on the last name, the invoice has not been paid.

## 7. USER

As an FCS account holder, you have access to the **User** account links, which include:

- My User Profile
- My Issue Log
- Change My Password
- Resources
- Reports

### MY USER PROFILE

The information that you entered when you completed the user profile became part of your FCS User Profile. You may edit your associated email address of your profile and your identity verification questions and responses once you are logged on to the system.  All other information will remain as initially created when the account was established.

**To edit your profile:**

1) From your *Main Menu* page, click on the ***My User Profile*** link.

2) Modify any editable fields with the new information. (**Note**: If you need to restore the record back to its pre-edited values, click on the ***Refresh*** button).

3) Click on *Submit*. The system will display a confirmation message when you successfully change your profile.

### MY ISSUE LOG

The My Issue Log allows you to view any issues that you have reported to the BOF Customer Support Center (see Section 2, *Reporting an Issue*).

To view a previously reported Issue, select the ***My Issue Log*** link from the Main Menu. The *My Issues* page will display (see Figure 7.1).

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**Figure 7.1, My Issues Page**



My Issues

| Issue Reported | | Date Reported | Select |
|---|---|---|---|
| Reconcile credit card payment | Click the hyperlink to view the details of the issue. | 11/28/2014 08:51 AM | ☐ |
| Reconcile credit card payment | | 11/26/2014 09:05 AM | ☐ |
| Reconcile credit card payment | | 11/26/2014 09:04 AM | ☐ |
| Reconcile credit card payment | | 11/26/2014 08:02 AM | ☐ |
| Reconcile credit card payment | | 11/25/2014 02:27 PM | ☐ |
| Reconcile credit card payment | | 11/25/2014 02:25 PM | ☐ |
| Reconcile credit card payment | | 11/25/2014 02:10 PM | ☐ |
| Reconcile credit card payment | | 11/21/2014 11:52 AM | ☐ |
| I would like to request a copy of an invoice | | 11/21/2014 10:41 AM | ☐ |
| Reconcile credit card payment | | 11/21/2014 10:29 AM | ☐ |
| Reconcile credit card payment | | 11/20/2014 10:10 AM | ☐ |
| Reconcile credit card payment | *New* – indicates that your issue has received a response from the BOF Customer Support Center. | 11/19/2014 05:48 PM | ☐ |
| Reconcile credit card payment | | 11/19/2014 03:42 PM | ☐ |
| Reconcile credit card payment | | 11/14/2014 04:51 PM | ☐ |
| Reconcile credit card payment | | 11/14/2014 10:53 AM | ☐ |
| Reconcile credit card payment | | 11/13/2014 03:48 PM | ☐ |
| Reconcile credit card payment | | 11/10/2014 04:33 PM | ☐ |
| NEW Reconcile credit card payment | | 11/10/2014 04:15 PM | ☐ |
| NEW Reconcile credit card payment | | 11/10/2014 03:03 PM | ☐ |
| NEW Reconcile credit card payment | | 11/10/2014 02:34 PM | ☐ |
| NEW Reconcile credit card payment | | 11/10/2014 02:27 PM | ☐ |
| Reconcile credit card payment | | 11/07/2014 03:45 PM | ☐ |
| I am having trouble submitting an Acquisition transaction | | 10/27/2014 05:02 PM | ☐ |

Displaying records 1 to 23 of 23 total records.

Please click buttons only once. Multiple clicks will delay processing.

[ Delete Selected ]  [ Clear ]  [ Main Menu ]

To view the original issue that you reported, click on the *Issue Reported* hyperlink that you would like to view and the details of your issue will display.

Once the BOF Customer Support Center replies to your issue, you will see a message on your Main Menu page, and the Issue Reported on your *My Issues* page will show a notation stating *New* (see Figure 7.1).

Click on the Issue Reported link to view the BOF Customer Support Center response.

To delete any old Issues, select the box to the right of the *Date Reported* and select the **Delete Selected** button**.**

### CHANGE MY PASSWORD

Passwords are valid for 90 days, but you may change your password at any time by clicking on the **Change My Password** option from the *FCS Main Menu* page. Beginning 15 days prior to password expiration, you will be reminded of the pending password expiration each time that you log on to the system.

If your password expires, you will need to use the ***Forgot Password*** feature to select a new password (see Section 4).

**To change your password:**

1) From the *FCS Main Menu* page, click on the ***Change My Password*** link. The *Change Password* page will display (see Figure 7.2).

**Figure 7.2, Change Password Page**



2) From the *Change Password* page, you may elect to view the password format rules by clicking on the ***Password Format*** link.

3) Enter your ***Current Password***.

4) Enter and confirm your ***New Password***.

5) Click on ***Submit***. The password entered will be verified to make sure that it complies with the password format rules. If any problems are found, an error message identifying the problem will be presented.

6) Once the password change has been accepted, a confirmation message will display on the *Main Menu* page.

### RESOURCES

The resources tab provides multiple versions of the FSC test, the corresponding Test Answer Sheet, the Firearm Safety Study Guide, the Test Answer Key, and the Safe Handling Demonstration Affidavit; see Figure 7.3.

**Figure 7.3, Resource documents**

**Resources**

Resource documents are provided in Portable Document Format (PDF), unless otherwise stated.

| | |
|---|---|
| **Test Version 1** | (English) (Spanish) |
| **Test Version 2** | (English) (Spanish) |
| **Test Version 3** | (English) (Spanish) |
| **Test Answer Sheet** | (English) (Spanish) |
| **Firearm Safety Study Guide** | (English) |
| **Test Answer Key** | (English) |
| **Safe Handling Demonstration Affidavit** | (English) |

### REPORTS

The Reports link will provide an opportunity for the Certified Instructor to perform additional research regarding sales.

The FSC Listing generated report will provide how many Certificates have been issued for a specified period of time, names of purchasers Certificates were issued to, when Certificates expire, or if a Certificate has been replaced.

The Invoice Details generated report will provide a list of invoices that were paid for a specified period of time by the Certified Instructor user account, which will include the invoice number, the payment date, invoice amount, each FSC number associated with the invoice, and the associated purchaser information.

## 8. USE OF CAPTCHA

A CAPTCHA is a program that helps prevent a computer application from being accessed by another computer. CAPTCHAs are used by many websites to prevent abuse from "bots," or automated programs usually written to generate spam. No computer program can read distorted text as well as humans can, so bots cannot navigate sites protected by CAPTCHAs. We present a CAPTCHA challenge on all data submission pages that are available to a user prior to being logged on to the application (see Figure 8.1).

**Figure 8.1, Image of a CAPTCHA**